

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2013-421-C - ORDER NO. 2019-528

AUGUST 6, 2019

IN RE: Payphone Service Providers - Application for)	ORDER GRANTING
Certification to Operate in the State of South)	CERTIFICATION TO
Carolina - (New Applications Received)	CROWN
November 20, 2013, and after); (See Docket)	CORRECTIONAL
No. 1985-150-C for Applications and)	TELEPHONE, INC. AND
Related Filings Dated 1985 thru November)	GRANTING
19, 2013))	CONFIDENTIAL
)	TREATMENT

On June 3, 2019, the Application of Crown Correctional Telephone, Inc. (the Applicant or Crown Correctional) for Certification to provide pay telephone services within South Carolina was filed with the Public Service Commission of South Carolina (Commission or SCPSC). Along with this filing, Crown Correctional submitted financial information in support of its Application. Such financial information was filed by the Applicant under seal and marked as confidential, and Crown Correctional requests that the Commission maintain confidentiality of the financial material.

In consideration of the Applicant's request for confidential treatment, we grant the request of Crown Correctional for confidential treatment of its financial statements. The Applicant asserts that the financial statements contain confidential proprietary information. Accordingly, the financial statements shall be afforded confidential treatment and maintained under seal.

As to Crown Correctional's Application for a Payphone Service Provider Certificate, the Commission is of the opinion, and so finds, that the request for Certification should be granted contingent upon the Applicant's adherence to the guidelines which are specified below:

INFORMATION AND POSTING REQUIREMENTS

- (1) The correct rate and applicable time units (if any) for a local coin sent call.
- (2) Instructions concerning access to 911 and/or other appropriate emergency numbers.
- (3) Instructions concerning access to directory assistance (DA), both local (411) and intrastate (1-Area Code-555-1212).
- (4) Name of the PAYPHONE owner or responsible party.
- (5) The PAYPHONE location's phone number.
- (6) Appropriate address, phone number(s) or instructions for refunds, service and/or repair concerning problems with or operation of the PAYPHONE.
- (7) Name(s) of local and/or presubscribed Interexchange Carrier (IXC) long distance service provider(s) and appropriate operator access or dialing instructions (0 or 00).
- (8) A statement which indicates that non-coin sent calling rates are available upon request by dialing the appropriate local (0) or long distance (00) operator.
- (9) Where a PAYPHONE will not accept standard coin denominations, specific information and/or instructions concerning acceptability of types of money deposits (nickels, dimes, quarters, quarters only, dollars, credit or charge cards, etc.) shall be posted.

(10) Instructions concerning ‘dial-around’ Interexchange Carrier access (IXC), consistent with FCC requirements (1-0-XXX, 950, 1-800/888 & etc.).

(11) A current telephone directory, where available from the local service provider, (white pages only or white / yellow pages combined - in usable condition) for the appropriate local calling area should be available at each PAYPHONE location at all times. In situations where the PAYPHONE provider determines that such placement is unfeasible, a clearly posted statement should indicate that a directory is available on request from the premises attendant.

(12) If a PAYPHONE cannot receive incoming calls, a statement indicating that incoming calls cannot be received shall be clearly posted on the instrument.

(13) Other posting requirements as mandated by the FCC.

CONNECTION, SETUP & OPERATION

(1) All coins must be returned in the event of an incomplete call.

(2) PAYPHONES should allow readily obtainable access to all available interexchange carriers via the carrier’s or customer’s choice of access.

(3) Rates charged for intrastate long distance calls should be no higher than the highest current rates charged by any SCPSC certified carrier.

(4) The following types of calls should be available without a coin deposit:

(A) Operator access (both ‘0’ and ‘00’),

(B) Access to Telephone Relay Services (TRS),

(C) Calls for service, repair & refunds,

(D) 911 and/or other appropriate emergency numbers,

(E) 800, 888 and other ‘toll free’ type calls

(F) 1-0-XXX, 950, 1-800/888 and other appropriate means of (IXC) access.

(5) The Federal Communications Commission (FCC) in July of 2000 required all telecommunications carriers throughout the United States to implement three-digit, 711, dialing for access to all Telecommunications Relay Services (TRS). The Commission issued a memorandum in March of 2001 instructing all South Carolina telecommunications carriers to implement the service completely by October of 2001. All competitive local exchange carriers (CLECs) and incumbent local exchange carriers (ILECs) were instructed to include language in their tariffs introducing 711 as a new service offering with deployment by July 1, 2001, and to translate 711 dialed calls to 1-800-735-2905. All Payphone Service Providers (PSPs) were instructed to modify their programmable phones to translate calls dialed as 711 to the assigned TRS toll free number 1-800-735-2905 in order to route 711 calls to the TRS provider before October 1, 2001. Additionally, telephone directories were required to be updated and bill inserts promoting 711 were also required. This Company must comply with the applicable mandates. Similarly, 511 is being implemented as a national standard Traveler Information Number and has been implemented by the South Carolina Department of Transportation. Therefore this Company will be required to comply with all applicable mandates.

(6) PAYPHONES shall operate so as to provide 2-way service; unless a specific exemption has been granted by the SCPSC. Requests for such exemptions must be initiated by the PAYPHONE provider and accompanied with a statement indicating

justification and/or support from an appropriate law enforcement agency. Where incoming calls are blocked, the PAYPHONE service provider shall arrange with the Local Exchange Carrier (LEC) to have an intercept placed on the line which indicates to the caller that the called number is unavailable to receive incoming calls.

(7) PAYPHONE providers must utilize only SCPSC certified local and interexchange carriers with which to interconnect for local services. PAYPHONES connected to ‘wireless’ carriers are exempted from this requirement.

(8) PAYPHONES must be connected to a certified LEC with a separate access line which is designated and tariffed for that purpose.

(9) PAYPHONES cannot be connected behind a PBX, concentrator, or other similar arrangement.

(10) PAYPHONES must be connected to a certified carrier’s network so as to be in compliance with all applicable tariff requirements and Part 68 of the Federal Communications Commission’s (FCC) Rules & Regulations. Additionally, PAYPHONES should be installed and maintained according to applicable guidelines contained within the National Electric Safety Code, the Americans with Disabilities Act, Uniform Federal Accessibility Standards, and other generally accepted telecommunications industry standards.

CERTIFICATION, COMPLIANCE, AND REPORTING REQUIREMENTS

(1) All PAYPHONE providers must file with the OFFICE OF REGULATORY STAFF (ORS), on or before August 31st of each year, a Gross Receipts Report pertinent to the provider’s total South Carolina operations for the preceding twelve (12) months

ending June 30th. The Gross Receipts Form can be found at the ORS website at www.regulatorystaff.sc.gov or at the Commission's website at www.psc.sc.gov/pages/forms.aspx. This information should include:

- (A) The provider's name,
 - (B) SCPSC certification number,
 - (C) Federal Employee Identification or Social Security (FEI/SS) number,
 - (D) Updated address, phone number and appropriate contact person(s) information,
 - (E) Intrastate gross receipts (12 months period ending December 31),
 - (F) Total number of stations as of December 31.
- (2) PAYPHONE providers must request, receive and maintain SCPSC certification.
- (3) PAYPHONE providers are expected to make all reasonable efforts to set-up and routinely maintain their instrument(s) so as to conform with these guidelines.

The staff of the Office of Regulatory Staff may perform routine inspections so as to insure compliance with these guidelines. The PAYPHONE provider will be contacted concerning any findings of failures to abide by the above guidelines. The Payphone provider is expected to respond. Disregard for the SCPSC's guidelines may result in service disconnection and/or revocation of certification, after appropriate due process.

Certifications for PAYPHONE providers for whom Gross Receipts information is not received on or before August 31st are subject to revocation, after appropriate due process.


IT IS THEREFORE ORDERED:

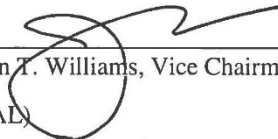
That the Application for Certification by Crown Correctional Telephone, Inc. be, and hereby is, granted, subject to the above-stated conditions.

That Crown Correctional Telephone, Inc. is hereby ordered to follow the guidelines set out hereinabove by the Public Service Commission of South Carolina.

That this Order shall remain in full force and effect until further order of the Commission.

BY ORDER OF THE COMMISSION:


Comer H. Randall, Chairman


Justin T. Williams, Vice Chairman

(SEAL)